



RELOCATION ASSISTANCE



Congratulations on your new assignment to San Antonio. The JBSA-Randolph Housing Management Office (HMO) is available to help you find suitable housing. We understand that relocation is sometimes very stressful. We want to help you and your family to get settled as quickly and as comfortably as possible.

In this brochure there is useful information that will help with your relocation needs

Basic Allowance for Housing (BAH) Rates for San Antonio Area

2013 BAH Rates - With Dependents

E01	E02	E03	E04	E05	E06	E07	E08	E09						
1296	1296	1296	1296	1398	1428	1476	1527	1614						
W01	W02	W03	W04	W05	O01E	O02E	O03E	O01	O02	O03	O04	O05	O06	O07
1431	1497	1560	1635	1728	1485	1551	1650	1401	1425	1557	1764	1911	11929	1950

2013 BAH Rates - W/O Dependents

E01	E02	E03	E04	E05	E06	E07	E08	E09						
972	972	972	972	1104	1209	1302	1407	1413						
W01	W02	W03	W04	W05	O01E	O02E	O03E	O01	O02	O03	O04	O05	O06	O07
1260	1404	1416	1440	1485	1398	1410	1428	1197	1365	1392	1419	1509	1560	1590

The rental rate for privatized on-base housing is the amount of BAH at the “with dependent” rate for both accompanied and unaccompanied military members. Your rent will be paid by allotment starting on the first day of the following month. Housing is now under Mock Billing, which means utility usage “bills” will be sent to residents for a 6 month period. Beginning in April, residents will be responsible for their own utilities. A portion of the BAH is set aside as the Utility Allowance to cover the cost of utilities. The only out of pocket expense will be when the utility amount exceeds the Utility Allowance. If you have any questions concerning the billing process, please talk with one of our counselors at the HMO or Hunt.

For advance BAH options, please contact the finance office at COM 210-652-1851 or DSN 487-1851.

Phone: Commercial 210-652-1840 DSN 487-1840 Fax: Commercial: 210-652-6031 DSN 487-6031



CHECKLIST

FOR ACQUIRING HOUSING

ON RANDOLPH AFB AND THE COMMUNITY



The Air Force is committed to equal opportunity and treatment for all DOD personnel seeking housing, regardless of race, color, religion, sex, national origin, age, handicap and familial status.

Visit our Housing Management Office (HMO) at Bldg. 144

We offer complete referral services and a full range of relocation assistance.

- * Upon arrival you should notify JBASA-Randolph's TMO office (210-652-1848 or DSN 487-1848) in Bldg 399, where you can be contacted when your household goods arrive.
- * Basic Allowance for Housing (BAH) should be used to find suitable, affordable, on and off-base housing. For example, typical expenses for off base housing are: Security Deposit (typically one month's rent) + First Month's Rent + utilities + cable + phone service + the cost of gas to/from JBASA-Randolph. For on-base housing: BAH covers rent + utilities, member pays for cable and phone service. (This is subject to change, however the goal is no out of pocket expense for military residents)
- * Before signing a lease read it carefully. If you are not familiar with the State of Texas Landlord and Tenant laws, please allow the HMO or legal office to review your lease.
- * Military members who move off-base may apply for utility deposit payment deferral. The utility deferral applies to San Antonio Water System and City Public Service.
- * On move-in day, check the property thoroughly for damages. Ensure these damages are noted in writing and given to your landlord. Maintain a copy for your records.
- * We highly recommend that you procure renters insurance.
- * If you feel you have been discriminated against, contact our office and we will investigate.
- * We also provide mediation services between the members and property manager/realtors/owners.
- * Flyers for rental and sales properties in the local area are maintained in our lobby.
- * General information on buying, selling or renting is also available.
- * Property listings can also be found at AHRN.com which are reviewed by our staff.



PRIVATIZED HOUSING

Privatization of JBSA-Randolph military housing began 1 Oct 07 with Hunt Military Communities .

For additional information regarding the privatization initiative, and to apply for housing please reference the AF Portal. To access: log onto the portal at www.my.af.mil

- ⇒ From Air Force Indexes - Organization A-Z Listing
- ⇒ Click on Bases
- ⇒ Randolph
- ⇒ Newcomer's Information
- ⇒ Relocation Information
- ⇒ Housing Information
- ⇒ Click on "Link to on-base housing"

Information on Hunt:

Hours of operation: Mon - Fri 0800 - 1700

Phone: (210)-659-9061

www.randolphfamilyhousing.com or www.housing.af.mil

FACTS

- Rent is based on BAH: Rent = BAH (w/dependent rate)
- Military couples rent will be based on the ranking member's BAH w/dependent rate
- Rent will be paid by allotment. After lease is signed, start of changes to allotments will be executed automatically
- Rent will be adjusted annually when BAH changes and also when promotions and/or demotions occur
- Property owner will provide all housing maintenance services
- Fire and security services will continue to be provided by the base
- Tenants may voluntarily terminate their lease without penalty after mandatory one-year tenancy and giving a 30 day notice
- On-base referrals are obtained through the HMO. Members must contact us to ensure eligibility

USEFUL INFORMATION

COMMUNITY HOUSING WEBSITES

*DOD endorsed or military sponsored

* www.AHRN.com	* www.militaryhomefront.dod.mil	www.movingstation.com
www.militarybyowner.com	www.move.com	www.newhomeguide.com
www.militaryhomestoday.com	www.4salebyowner.com	www.military.com
www.apartmentguide.com	www.moving.com	www.realtor.com
www.ForRent.com (Apartments)	www.realestate.com	www.afcrossroads.com

Lodging -underlined hotels accept pets

Name	Phone
Residence Inn - 1115 N. 1604 E., San Antonio	(210)599-4204
Comfort Inn & Suites - 15771 IH 35N, Selma	(210)447-2305
<u>La Quinta Inn & Suites</u> -17650 Four Oaks LN, Schertz	(210)655-2700
Holiday Inn Express -15408 I -35N #2, Selma	(210)651-3885
La Quinta Inn & Suites - 17650 Four Oaks LN, Schertz	(210)655-2700
Fairfield Inn & Suites - 5008 Corridor Loop Rd, Schertz	(210)658-1466
Hampton Inn & Suites - 17702 IH35 N, Schertz	(210)566-6110
<u>La Quinta Inn</u> - 12822 Topperwein N IH35, Live Oak	(210)657-5500
<u>Hawthorne Suites</u> - 13101 E Loop 1604, Live Oak	(210)655-9491
Hill Country Inn - 2383 N E Loop 410, San Antonio	(210)599-4204

RENTAL FURNITURE

Aaron Rentals - www.aaronrents.com/furniture

Cort Furniture Rental - www.cort1.com

PET BOARDING

Cibolo Creek Kennels - 12020 Schaefer Rd #2, Cibolo (210)659-0914

Universal City Animal Hospital - 2510 Pat Booker RD, Universal City (210)658-6326

Schertz Animal Hospital - 1204 FM 78, Schertz (210)659-0345

Rob Cary Pet Resort - 14824 Bulverde Rd, San Antonio (210)494-7787

The Russell Inn - 2920 Old Macaway Rd, Adkins (210)649-4900

Four Paws Inn of Converse - 8815 FM 1976, Converse (210)566-7297

UTILITY INFORMATION

The utility information and other phone numbers below are for your convenience.

The Housing Management Office does not endorse any company on this list.



ELECTRIC

***Company participates in the Utility Deferral Program**

(Contact our office for details)

***City Public Service (CPS)**

Phone: 210-353-2222

Email: www.cpsenergy.com

Guadalupe Valley Electric Co-Op

Phone: 210-658-7033

Email: www.gvec.org



GAS

Center point Energy Service

Phone: 1-800-427-7142

Email: www.centerpointenergy.com

City Public Service

Phone: 210-353-2222

Email: www.cpsenergy.com



WATER

***San Antonio Water System (SAWS) - (210)704-7297**

Universal City - (210)659-0333 option 8 (member must visit city hall to have services turned on. 24 hr wait for utility turn on)

Schertz - (210)658-7477

Cibolo - (210)619-1100

Converse - (210)658-1965

Garden Ridge - (210)651-6831

Live Oak - (210)653-9140



Time Warner

Phone: 210-244-0500

or 1-800-255-0501

Email: www.twc-sa.com

Dish Network

Phone: 210-954-0004

or 1-800-200-0711

Email: www.DishNetwork.com

Direct TV

Phone: 1-800-747-9059

Email: www.directv.com

AT & T Satellite TV

Phone: 1-866-722-7500

Email: www.att.com

HELPFUL PHONE NUMBERS

The information and other phone numbers below are for your convenience.
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LOCAL AREA INFORMATION

San Antonio Chamber of Commerce

Phone: 1-800-229-2100 Email: www.sachamber.org

San Antonio Express News

Phone: 1-210-250-3000 Email: www.mysanantonio.com

San Antonio Area Crime Information

Phone: 1-210-207-7273 Email: www.sanantonio.gov/sapd/

TDPS Registered Sex Offenders

Email: https://records.txdps.state.tx.us/DPS_WEB/SorNew/index.aspx

San Antonio and Bexar County Resource (property tax)

Phone: 1-210-335-2011 Email: www.bexar.org

San Antonio Travel Guide

Phone: 1-800-447-3372 Email: www.sanantoniocvb.com

VETERAN FINANCIAL PROGRAMS

Veteran Affairs

Phone: 1-800-827-1000 Email: www.va.gov

Texas Veterans Program

Phone: 1-800-252-8387 Email: www.tvc.state.tx

Housing Assistance Program

Phone: 1-888-231-7751 Email: www.hap.usace.army.mil

USAA

Phone: 1-800-531-8722

Email: www.usaa.com

School Information:

Greatschools.net

Public Transportation:

<http://www.viainfo.com>

TIPS FOR OFF-BASE HOUSING LEASES



Before Signing a Lease

- ♣ Never sign a lease or put a deposit down until you have physically seen the rental.
- ♣ Always inspect the outside and inside, including appliances, windows, garage, etc.
- ♣ If repairs are promised, get them in writing with both yours and the property's owners signature

The Lease

- ♣ Always read the lease carefully before signing it. It is a legal binding document.
- ♣ If changes are made, make sure that both parties initial by them.
- ♣ Any references to other "house rules" or apartment regulations should be seen by you before signing.
- ♣ Make sure that you know the circumstances under which the landlord may enter your home.
- ♣ Note the repairs you and/or your landlord will make in your home.
- ♣ If landlord repairs are not adequate, add changes as an addendum to the lease.
- ♣ Determine the lease period. The average lease term is one year.

Rent and Late Fees

- ♣ Always pay your rent on time, either on or before the due date. Assessed late fees can be costly.
- ♣ Get a receipt every time you pay rent.

Roommates/Housemates

- ♣ Make sure that everyone living in the house/apt is on the lease or approved by the landlord.
- ♣ Subleasing is illegal.
- ♣ If your roommate moves out the landlord may hold you responsible for the rent.

Security Deposits

- ♣ The landlord can only deduct damages and charges from the security deposit for which you are legally liable under the lease agreement. Your landlord cannot retain part of your security deposit to cover normal wear and tear, such as deterioration or damage, which occurs based upon the normal intended use of the premises, and which is not due to the tenant's negligence, carelessness, accident, or abuse.
- ♣ Your security deposit must be refunded to you within 30 days after you move out.
- ♣ If your landlord is keeping all or part of your security deposit, he/she must provide you with the balance of the deposit, if any, along with a written description and itemized list of all deductions.
- ♣ If your landlord fails to properly return your security deposit, you can sue him/her. Such suits can easily be filed without an attorney in a Justice of the Peace court.
- ♣ The landlord is not required to pay interest on the security deposit.
- ♣ **Do not use your security deposit as the last month's rent. If you do so, you may be liable to the landlord for three times the amount of the rent and attorney's fees.**

Repairs and Improvements

Texas Law requires landlords to make a diligent effort to repair anything that “materially affects the physical health or safety of an ordinary tenant”. Examples are sewage backups, roaches, rats, lack of hot water, faulty wiring, roof leaks or lack of heat/air conditioning. If the problem violates a city’s building, health, or fire code, then it is more likely to be considered a health or safety risk.

A landlord is generally not required by state law to fix other types of problems. This may include broken dishwashers, walls that need painting, unsatisfactory draperies or landscaping. It is suggested that you make sure that your lease identify any and all agreed upon repairs by landlord and/or tenant.

A landlord is not required to repair any condition caused by a tenant or their guest unless the condition was caused by normal use of the premises. Also, if a landlord only owns one rental unit he may not be required to make any repairs even if it results from normal use.

Tenants with problems requiring landlord repairs must take the following steps:

1. Always give a written, dated notice of the problem to the person to whom you pay rent. Keep a copy of the notice.
2. Keep paying your rent. The landlord is not obligated to make repairs unless you are current on your rent.
3. Wait a “reasonable” amount of time for the landlord to fix the problem. In determining what is reasonable, you must look at the nature of the problem and availability of services to fix it.
4. Call the appropriate city or county inspector (housing, health, or fire) if the problem has not been addressed within a “reasonable” period.
5. Send a second notice by certified mail to your landlord. The notice should say that it is your second written notice, that you are requesting an explanation, and also explain what you plan to do if the landlord does not repair the condition. You have three basic alternatives: terminate the lease, repair and deduct the amount from your rent, or file a lawsuit. You may want to list all three potential alternatives and decide between them later. Again, keep a copy of the notice.
6. Give the landlord a reasonable amount of time after they receive your second notice (usually 7 days). If the landlord has failed to make a diligent effort to repair, you may exercise the right stated in the second notice.

If you decide to terminate the lease, declare in the second notice your intention to do so. If you are terminating the lease, you must move out. You must pay rent up until that day. The landlord will be required to return your security deposit within 30 days unless he has a reason to deduct an amount from it (such as for damage you caused to the premises).

A tenant can hire a contractor to repair certain conditions that affect health or safety: sewage backup or overflow, water stoppage, heating or cooling equipment problems which the landlord was notified by a local official. The cost of repair cannot exceed 1 month’s rent and must be deducted from the next month’s rent. The contractor must be listed in the phone book or classified ads and must not have any personal or business connection to you. You cannot deduct any repairs you made yourself from the rent.

You can sue your landlord for damages or issue an order to repair the premises. Filing suit in Justice of the Peace Court is cheaper and faster than doing so in County or District Court, but it has a number of limitations.

Merely withholding rent, without following the above requirements is a bad idea.

At the end of the Lease

Always give written notice that you intend to vacate the premises. Do not assume that the landlord knows you are leaving because the lease is expiring. You must give written notice of your plans to vacate or the lease may automatically renew or become month-to-month lease.

Clean the house or apartment thoroughly (including the stove, oven and refrigerator). After you have moved out and cleaned the premises, ask the landlord to walk through and inspect the premises with you. After the inspection, ask the landlord if the apartment is satisfactory to have your full deposit returned. If not, this will give you a chance to rectify any problems. Have a prepared document for the landlord to sign indicating that he/she is satisfied with the condition of the apartment and no deductions will be made from the security deposit. (see attached “Termination Notice”)

Make sure you return the keys to the landlord immediately. The landlord may be able to charge you rent for each day you have the keys. You must give your landlord a written forwarding address where your security deposit can be sent.

For more information: To learn more about your rights as a tenant and how to protect yourself, request a copy of the Tenant’s Rights Handbook. Contact: Public Information Department, State Bar of Texas, P O Box 12487, Austin, Texas 78711; (800) 204-222, ext 2610 or download handbook by visiting www.texasbar.com

Also, please consult the “Landlord-Tenant Fact Sheet on Repairs and Security Deposits” pamphlet from the legal office.

Legal Authority

Texas Property Code, §92

Service Members Civil Relief Act, 50 U.S.C. App §305

IMPORTANT This information is only a guide. If you need help and are entitled to legal assistance, please call 652-6781 for information on legal assistance. If you are not entitled to legal assistance, consult a civilian attorney.

MILITARY CLAUSE

Under the Service Members Civil Relief Act, you may terminate a lease when you receive PCS orders or deployment orders for 90 days or more. In order to take advantage of this benefit, you must provide your landlord with a written termination notice and a copy of official military orders. After you deliver your written termination notice, the Lease Contract will be terminated 30 days after the date on which your next rental payment is due without penalties.

"As a member of the Armed Forces of the United States, a tenant may terminate the obligations under this lease on giving 30 days written notice when any of the following conditions occur:

_____ Tenant is drafted into or voluntarily join the U.S. Armed Forces

_____ Tenant receives military orders for permanent change of station outside the local area

_____ Tenant receives orders to deploy with a military unit or as an individual in support of a military operation for 90 days or more to a foreign country or elsewhere in the United States

_____ Tenant is released from active duty via retirement or separation.

(LANDLORD/AGENT SIGNATURE)

(TENANT'S SIGNATURE)

REQUEST FOR MAINTENANCE

(Date)

TO:

NAME OF RESIDENT:

ADDRESS:

WORK REQUESTED:

(Signature of Resident & Date)

Receipt of Request for Maintenance Acknowledged by:

(Signature & Date)

DATE WORK ACCOMPLISHED:

RENTAL CONDITION RECORD

ITEM	MOVE IN (check if good)	MOVE OUT (Check if good)
LIVING/FAMILY ROOM		
Carpeting/Floor		
Windows		
Walls/Ceiling		
Lights/Fixtures		
Doors		
KITCHEN/DINING AREA		
Carpeting/Floor		
Windows		
Walls/Ceiling		
Lights/Fixtures		
Doors		
BEDROOM 1		
Carpeting/Floor		
Windows		
Walls/Ceiling		
Lights/Fixtures		
Doors		
BEDROOM 2		
Carpeting/Floor		
Windows		
Walls/Ceiling		
Lights/Fixtures		
Doors		
BEDROOM 3		
Carpeting/Floor		
Windows		
Walls/Ceiling		
Lights/Fixtures		
Doors		
OUTSIDE -Grounds/Locks/Storage		
REMARKS		
SIGNATURE (Tenant)		
SIGNATURE (Landlord)		

TERMINATION NOTICE

(Date)

TO: _____

Dear _____ :

1. This letter is to advise you that I will be terminating my rental residence at:

on _____.

2. Request you schedule me for a **PRE-INSPECTION** of my rental unit on _____ at your mutual convenience in order to advise me of what I must do to terminate the residence and gain refund of my \$_____ security deposit.

3. Request a **FINAL INSPECTION** of my residence at _____ O'clock on _____ so that we may go through the residence together to ensure that it meets your standards of cleanliness. I will turn in my keys to the rental unit at this time.

4. My forwarding address is:

5. I fully understand that you have 30 days in which to refund my deposit and/or forward me a Statement of Charges.

Sincerely,
